

Job Title: Inside Sales Support Specialist

Location: Corona (3 Days a week Minimum) + Hybrid

Job Type: Full Time

The Company:

Miracle Playground Sales started as a family run Miracle distributor in Temecula in 1996, and has grown to serve California, Arizona, and Nevada. We represent industry leading brands in playgrounds, shelters, splashpads, and outdoor recreation. For 30 years, we've focused on fast, reliable service, and strong support for landscape architects, municipalities, schools and private clients. We design and deliver safe, durable, and innovative park and play solutions, and manage projects on time, on budget, and beyond expectations. We're known for expertise, creativity, and a commitment to earning trust every day.

About the Job:

This position is a detail-oriented and customer-focused Inside Sales Support Specialist to partner with our Outside Field Sales Representatives. This role is critical in supporting the sales process from behind the scenes by preparing designs, quotes, managing documentation, coordinating with internal teams, and ensuring customers receive timely and professional service. The ideal candidate is highly organized, proactive, and enjoys being the "go-to" person who helps keep projects moving forward.

Essential Responsibilities:

- Sales Support: Assist Outside Field Sales Representatives by preparing and submitting designs, proposals, project quotes, parts quotes, bid packages and orders accurately and on time.
- Research & Support: Gather and provide information on products, pricing, and project requirements to support outside sales efforts. Be a product expert for all our lines.
- Team Collaboration and Communication: Work closely with outside sales to prioritize opportunities, manage deadlines, and ensure sales goals are achieved.
- Pipeline & Small Quote Management: Track and manage open deals, parts quotes, and follow-ups to ensure timely communication with customers.
- Customer Service: Act as a point of contact for customer inquiries, providing quick responses and ensuring a positive experience throughout the sales and post sales process.
- Documentation & Administration: Maintain accurate records in CRM and project management systems, ensuring all customer information, quotes, and communications are up to date.

- Design: Collaborate with outside field sales, vendors, and installation partners to create complete and correct winning playground, shade and fitness designs with a focus on meeting customer needs.
- Process Improvement: Identify opportunities to streamline sales support processes for greater efficiency

Education & Experience:

- 1–5 years of experience in sales support, customer service, or an administrative role (experience in construction, landscape, or playground industries a plus).

Essential Knowledge, Skills, and Abilities:

- Strong organizational skills with the ability to manage multiple tasks and deadlines simultaneously.
- Excellent communication skills, both written and verbal.
- Strong proficiency with Google or Microsoft Office Suite (Excel, Word, PowerPoint) and CRM software.
- Detail-oriented with strong follow-through skills.
- Team player with a service-first mindset.
- Customer first mentality.
- Strong desire to win.

Eligible Benefits:

- Company paid health insurance for employee + family
- Retirement plan with 3% company match
- Paid sick, vacation, and holidays
- Life insurance

Base Pay Range:

- \$26.50 - \$31.00 per hour.

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